

CA086626

**SHELBY COUNTY BOARD OF COMMISSIONERS
AGENDA ROUTE SHEET**

Referred to Commission Committee Budget and Finance
For Commission Action on 6/16/08

RESOLUTION TO APPROVE A PURCHASE OF COMPUTER NETWORK COMPONENTS AND PROFESSIONAL SERVICES FROM COLEMAN TECHNOLOGIES, INC. FOR THE PURPOSE OF CURRENT TECHNOLOGY NETWORK UPGRADES AND ENHANCEMENTS TO SUPPORT LONG-TERM MAINTENANCE AND EMERGING INITIATIVES; IN THE AMOUNT OF \$310,914.00 FROM FY2007-2008, CAPITAL IMPROVEMENT PROJECT 909-101714-7024, COMPUTER EQUIPMENT. SPONSORED BY COMMISSIONER DEIDRE MALONE.

CHECK ALL THAT APPLY BELOW:

_____ This Action does NOT require expenditure of funds.

X This Item requires/approves expenditure of funds as follows (complete all that apply):

County General Funds: \$ _____; County CIP Funds- \$ \$310.914.00

State Grant Funds: \$ _____; State Gas Tax Funds: \$ _____

Federal Grant Funds: \$ _____

Other funds (Specify source and amount): \$ _____

Other pass-thru funds (Specify source and amount): \$ _____

Originating Department: Information Technology

APPROVAL:

Dept. Head: Michael Pachis 545-4795 \ MP \ 5-21-08
(Print your name & phone #.) (Initials) (Date)

Division Director: Mike Swift 545-4269 \ ms \ 5/21/08
(Print your name & phone #.) (Initials) (Date)

Finance Dept. Mike Swift \ ms \ 5/23/08
(Print your name & phone #.) (Initials) (Date)

County Attorney: [Signature] \ mlb \ 5/22/08
(Print your name & phone #.) (Initials) (Date)

CAO/Mayor: JAMES HUNTZICKER \ JH \ 5/22/08
(Print your name & phone #.) (Initials) (Date)

SUMMARY SHEET

I. Description of Item

The County's main network distribution devices were deployed in the spring of 2001 and will be out of support as of March, 2010. This means maintenance will no longer be available and spare parts will no longer be manufactured by Cisco Systems for this equipment.

To address this, the Information Technology Department submitted RFP 08-001-38 to receive pricing to upgrade the existing network equipment and address emerging data center redundancy and unified wireless initiatives. Shelby County Information Technology made the recommendation to award RFP 08-001-38 to Coleman Technologies, Inc on March 25, 2008.

The Information Technology Department plans to implement this project in two (2) phases.

Phase 1:

FY 07-08: Purchase initial network enhancement hardware, including the data center redundancy and unified wireless equipment and 700 hours of outside network engineering assistance to help with the Network Refresh and Enhancements project.

The Information Technology Department is requesting \$310,914 from FY2007-2008 CIP Project 909-101714-7024, Computer Equipment. We anticipate completion of phase 1 in late fall of the 2008 calendar year.

Phase 2:

FY 08-09: Purchase the Core and Distribution fiber equipment. In addition we are requesting a 5% contingency based on the established costs to cover any unforeseen expenses.

We will be requesting \$818,248.20 from FY2008-2009 CIP Project 909-101714-7024, Computer Equipment to complete phase 2 of the network enhancements and upgrades. We anticipate completion of phase 2 in the fall of the 2009 calendar year.

II. Source and Amount of Funding

A. Amount Expended

Expenditures on this contract would total \$1,129,162.20 from the FY2007-2008 and FY2008-2009 CIP budget as follows:

FY 07-08 - 909-101714-7024	\$310,914.00
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FY 08-09 CIP - 909-101714-7024	\$818,248.20

Total	\$1,129,162.20

B. All Costs (Direct/Indirect):

Phase 1

Data Center Redundancy Equipment	\$ 123,013.00
Unified Wireless Equipment	\$ 49,288.50
Fiber Optic Transceivers	\$ 68,612.50
700 Hours Network Engineering	\$ 70,000.00

FY 07-08 Sub-total	\$ 310,914.00

Phase 2

2 - Cisco 6504 Core Devices	\$ 76,450.00
12 - Cisco 6506 Distribution Devices	\$ 702,834.00
5% Contingency	\$ 38,964.20

FY 08-09 Sub-total	\$ 818,248.20

Contract Total	\$1,129,162.20

III. Contract Items

A. Type of Contract:

The Contract specifies the proposed purchase of hardware and professional services in the amount of \$1,129,162.20 (\$310,914.00 this fiscal year).

B. Term:

The Information Technology Department is requesting \$310,914 from FY2007-2008 CIP Project 909-101714-7024, Computer Equipment, to complete Phase 1 of the Network Refresh and Enhancement project.

IV. Additional Information Relevant to Approval of this Item

Information Technology currently spends approximately \$72,000.00 annually on maintenance of the existing core and distribution network equipment from its Operating and Maintenance budget.

Once Phase 1 and 2 of this project are completed, we estimate an approximate \$10,000.00 a year increase in total maintenance expense related to this project.

ITEM NO: _____

PREPARED BY: Daryl Atkinson

APPROVED BY: 

RESOLUTION TO APPROVE A PURCHASE OF COMPUTER NETWORK COMPONENTS AND PROFESSIONAL SERVICES FROM COLEMAN TECHNOLOGIES, INC. FOR THE PURPOSE OF CURRENT TECHNOLOGY NETWORK UPGRADES AND ENHANCEMENTS TO SUPPORT LONG-TERM MAINTENANCE AND EMERGING INITIATIVES; IN THE AMOUNT OF \$310,914.00 FROM FY2007-2008, CAPITAL IMPROVEMENT PROJECT 909-101714-7024, COMPUTER EQUIPMENT. SPONSORED BY COMMISSIONER DEIDRE MALONE.

WHEREAS, The Information Technology Department has a need to upgrade existing enterprise network infrastructure and add enhancements for the purpose of providing increased performance and access capabilities, including professional services to assist in performing the upgrades and implementing new technology; and

WHEREAS, A Request for Proposals (RFP #08-001-38) for the purchase of network infrastructure upgrades, enhancements and professional services was issued, and the lowest and best bid was submitted by Coleman Technologies, Inc.; and

WHEREAS, The proposed network refresh and enhancement solution will be purchased in two (2) phases, Phase 1 from the FY2007-2008 CIP Project 909-101714-7024, Computer Equipment; and

WHEREAS, Funds in the amount of \$310,914.00 are currently available in FY2007-2008 CIP Project 909-101714-7024, Computer Equipment; and

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF SHELBY COUNTY, TENNESSEE, That purchases from Coleman Technologies, Inc. in the amount of \$310,914.00, are hereby appropriated from FY2007-2008 CIP Project 909-101714-7024, Computer Equipment.

BE IT FURTHER RESOLVED, That the Information Technology Department will annually budget O&M funds as required for maintenance and vendor support of products purchased hereby, subject to annual appropriation of the Board of Commissioners.

BE IT FURTHER RESOLVED, That this Resolution shall take effect from and after the date it shall have been enacted according to due process of law, the public welfare requiring it.

BE IT FURTHER RESOLVED, That the County Mayor and the Director of Administration and Finance are authorized to issue their warrant or warrants in amounts not to exceed \$310,914.00, to Coleman Technologies, Inc. and to take proper credit in their accounting therefore.

A C Wharton, Jr., County Mayor

Date: _____

ATTEST:

Clerk of County Commission

ADOPTED: _____

TECHNOLOGY COORDINATION OFFICE
Review and Opinion Regarding the Proposed
Network Upgrades and Switch Refresh Project
May 8, 2008

SPONSOR: Daryl Atkinson (901.545.2880)
Interim Manager – Technical Support
Central Information Technology

Cost Summary:	<u>CIP</u>	<u>O&M</u>
FY 2008 – Phase I		
Load Balancing Hardware	\$123,013	
Wireless Network Hardware	49,289	
Professional Installation Services	<u>24,000</u>	
FY 2008 CIP (to be spent in FY08)		\$196,302
FY2008 CIP (to be Encumbered and spent only upon FY09 approval of Phase 2)		
Professional Service Fees	\$46,000	
Fiber Optic Transceivers	<u>68,613</u>	
Total FY2008 CIP (THIS REQUEST)		<u>\$310,915</u>
FY 2008 Budget Impact		
Budgeted?		Yes
FY 2009 – Phase II (Estimate)		
Network Switch Refresh	\$818,248	
Total Project (Estimate) – Phase I and Phase II		\$1,129,163

*(This Board of Commissioners approval request is limited to the FY2008 amount of **\$310,915**. Commitment and/or expenditure of any funds associated with Phase II will require a subsequent authorization.)*

VENDOR: Coleman Technologies, Inc.

OVERVIEW:

The hardware and software acquisitions listed above for FY2008 – Phase I are to implement (1) load balancing for certain critical applications and (2) enhance wireless service capabilities in 40 assorted sites serving Shelby County government. Phase II expenditures, planned for fiscal year 2009, involve a “forklift” replacement of existing core Cisco network switches, which have reached end of life and Shelby County will no longer be able to obtain support for these devices as of March 2010.

Load Balancing and Failover: Load balancing is a technique to spread work between two or more computers or networks in order to better utilize resources, enhance reliability, and increase capacity. ‘Failover’ addresses the ability to automatically switch between systems when one fails. One of the most common applications of load balancing is to provide a single Internet service from multiple servers, sometimes known as a server farm. Examples of commonly load-balanced systems include popular web sites. Failover is critical for seamlessly rerouting network connections when a cable is cut, or an Internet Service Provider (ISP) has operational problems.

Central IT proposes to introduce both these capabilities for the County's Internet connection and the

applications that CIT hosts, in order to enhance flexibility and scalability, and minimize downtime associated with a major hardware failure, or prolonged ISP failure. (This is particularly relevant as the technical and operational stability of the current ISP, Zayo (formerly Memphis Networkx) as a service provider is uncertain.)

Currently, over 40 Shelby County government web applications are supported by Central IT. Among the more critical of these applications that could benefit from hardware and/or ISP failover capability are jail management and criminal court systems, credit card transaction processing, 911 mobile services, and law enforcement VPN access to MLGW records (for last known address). The hardware failover and load-balancing benefits can begin to be recognized immediately once the 'Phase I' hardware is implemented.

The failover of ISP connectivity will build upon this project, but will also be dependent on CIT's plan to release a RFP in the next fiscal year obtain primary and backup Internet service provider, as the existing Zayo networks contract expires.

Wireless Network Enhancements: Central IT supports nearly 40 wireless access points at various locations including 201 Poplar, the Commission Chambers, and General Sessions Civil in the old Court Building. This project to update and enhance the wireless network hardware will offer two benefits: the ability to offer guest access to e.g., members of the media in the Commission Chamber, or defense attorneys in courtrooms. Secondly, it will facilitate centralized monitoring and configuration of the network, and integration with the County's Microsoft Windows user account database for per-user access controls.

Phase II Network Switch Refresh: *The funds for the replacement of the core network switches supported by Central IT are not being requested for authorization at this time, but are disclosed to inform the Commission that Central IT will be returning in early fiscal year 2009 for authorization of Phase II of the Network Upgrade and Refresh Project. Since the completion of the infrastructure recommendation phase of the County Technology Plan being undertaken by the TCO is not scheduled until the middle of fiscal year 2009, the TCO has discussed with Central IT the need to keep the network core switch replacement to the minimum necessary until this plan is complete.* However, the TCO does agree with Central IT that, in order to maintain the integrity of service to its Shelby County Government customers and mitigate the risk of a catastrophic failure due to loss of support of the end of life Cisco switches, the core switches will need replacement. The TCO has requested and Central IT has agreed to look at ways to reduce the Phase II costs of the network if at all possible. The TCO and Central IT will work together to ensure that the network refresh that is proposed as Phase II will be compatible with Shelby County's Long Term Technology Plan.

OPINION: RECOMMENDED

Stated Business Need

High availability load balancing for critical applications, such as credit card transaction processing, law enforcement support, 911 mobile services (to name a few) between the primary computer site at 160 N.Main street and the County's backup facility at 6470 Haley Road is essential to ensure uninterrupted access to such critical Internet based applications, or at least to minimize the duration of any such outage. Wireless network enhancements are required to expand wireless availability to guests such as defense lawyers in courtrooms. The Phase II replacement of the core network switches is not avoidable, but Central IT must work with TCO to be certain the replacement infrastructure is compatible with the County Technology Plan, which is currently in the process of development.

Value for the Financial Outlay

Infrastructure hardware and software is expensive. Three responses to the RFP were received and Coleman Technologies submitted the lowest total cost response to the two proposed phases while meeting the specifications of the RFP. The Phase II replacement of the core network switches, as well as the Phase I enhancements, are not cost saving technology investments per se, but instead are necessary risk mitigation expenditures which could avoid significant financial losses should a Internet service provider failure, or network switch failure occur in the event these investments are not undertaken.

Due Diligence

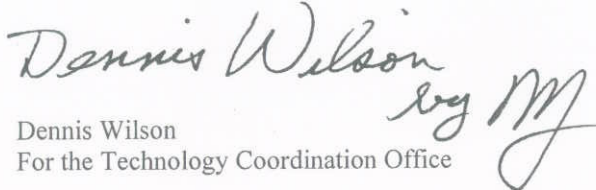
The CIT group feels that the selected vendor will provide high level service to install the hardware and software with the result that the current uptime CIT's customers have become accustomed to receiving will continue. Risks are minimal. The contract commits Shelby County to only Phase I of the project and in the event that the County Technology Plan would advise a significant change in the county's infrastructure, the County is under no obligation to execute Phase II until those needs have been considered in the engineering.

Strategic Fit

Since load balancing reduces potential outage time and enables the county to reduce its dependency on a single Internet provider, the proposal fits well into the long-term information technology goals for Shelby County of low cost and reliable provision of IT services. Similarly, the wireless technology enhancement increases service. The proposed Phase II core network switch replacements are an unavoidable cost of doing business.

Information Security Considerations

The CIT group is responsible for ensuring the adequacy of security provisions on the County's network. The changes proposed in this project will not significantly alter the risks to confidentiality and integrity faced by the County, although they will go some way towards enhancing availability and flexibility of the underlying infrastructure. Nonetheless, care and testing will be needed during the implementation to ensure that the changes do not have unintended negative impacts as a result of misconfiguration or miscommunication with vendors.


Dennis Wilson
For the Technology Coordination Office

**Network Refresh and Enhancement Project
Adjustment from Bid Proposal
Coleman Technologies, Inc.**

Coleman Technologies initial proposal for equipment: **\$1,104,009.50.**

Shelby County Central Information Technology reduced the requested hardware to smaller units and opted to use optional equipment proposed in the RFP response. This resulted in a reduction of the overall hardware proposal to: **\$1,009,404.00.**

Shelby County Central Information Technology overlooked a component needed for the wireless solution in the RFP. During contract negotiations, Coleman Technologies offered the County the same discount rate on this software (45%) as the other equipment proposed in the RFP. Central Information Technology added this to the equipment list, the cost of which is: **\$10,794.00.**

Central Information Technology also added 700 hours of Network Engineer assistance, at the RFP proposed pricing, to help with the implementation of the new and replacement technology. The cost of which is: **\$70,000.00.**

Central Information Technology will also be asking for a 5% contingency of the phase 2 amount, as a cushion, to help pay for fiber optic jumpers and other items not included in the RFP or RFP responses. This will represent an additional **\$38,964.20.**

Based on the above, Shelby County Information Technology will be requesting a total of **\$1,129,162.20** for this project, broken down into two phases as follows:

Phase 1

FY2007-2008 CIP Project 909-101714-7024 (\$320,000.00)

Data Center Redundancy Equipment	\$ 123,013.00
Unified Wireless Equipment	\$ 49,288.50
Fiber Optic Transceivers	\$ 68,612.50
700 Hours Network Engineering	\$ 70,000.00

FY 07-08 Sub-total	\$ 310,914.00

Phase 2

FY2008-2009 CIP Project 909-101714-7024 (\$850,000.00)

2 - Cisco Core Devices	\$ 76,450.00
12 - Cisco Distribution Devices	\$ 702,834.00
5% Contingency	\$ 38,964.20

FY 08-09 Sub-total	\$ 818,248.20

Project Total	\$1,129,162.20

GRATUITY DISCLOSURE FORM

Shelby County Ethics Commission

INSTRUCTIONS: This form is for all persons receiving any Shelby County Government contract, land use approval or financial grant money to report any gratuity that has been given, directly or indirectly, to any elected official, employee or appointee (including their spouses and immediate family members) who is involved in the decision regarding the contract, land use approval, or financial grant of money.

1. NAME

Susan Stewart, Account Manager, Coleman Technologies, Inc.

2. DATE OF GRATUITY

None

3. NATURE AND PURPOSE OF THE GRATUITY

None

4. NAME OF THE OFFICIAL, EMPLOYEE, APPOINTEE, OR FAMILY MEMBER WHO RECEIVED THE GRATUITY

None

5. NAME OF THE PERSON OR ENTITY THAT PROVIDED THE GRATUITY

None

6. ADDRESS OF THE PERSON OR ENTITY THAT PROVIDED THE GRATUITY

None

7. DESCRIPTION OF THE GRATUITY

None

8. COST OF THE GRATUITY (If cost is unknown and not reasonably discernible by the person giving the gratuity, then the person giving the gratuity shall report a good faith estimate of the cost of the gratuity.)

None

9. The information contained in this Gratuity Disclosure Form, and any supporting documentation or materials referenced herein or submitted herewith, is true and correct to the best of my knowledge, information and belief and affirm that I have not given, directly or indirectly, any gratuity to any elected official, employee or appointee (including spouse and immediate family members) that has not been disclosed and I affirm that I have not violated the provisions of the Shelby County Government Code of Ethics.

Susan Stewart
Signature

4/7/08
Date

Susan Stewart
Print Name

Susan Stewart
Account Manager
Coleman Technologies, Inc.
60 Germantown Court, Suite 112
Memphis, TN 38018
Phone: 901-275-4425
sstewart@ctiusa.com

A copy of your completed form will be placed on the Shelby County Internet website.



Shelby County Government

A C Wharton, Jr.
Mayor

March 27, 2008

Mr. Kirk Sawyer, VP & CFO
Coleman Technologies, Inc.
60 Germantown Court, Suite 112
Memphis, TN 38018

RE: RFP #08-001-38, Cisco Network Equipment Refresh & Enhancements

Dear Mr. Sawyer:

We are pleased to inform you that your firm has been selected to provide pricing for **Cisco Network Equipment Refresh & Enhancements**, that was issued on the above-described RFP.

A contract for these services will be forwarded to your office for your review and approval. Until then, no work should begin on this project until you receive an official "Notice to Proceed," along with a fully negotiated and executed copy of the contract.

Thank you for your proposal and congratulations on your selection. Shelby County Government looks forward to the successful and timely delivery of this very important service and your company's efforts in reaching this goal.

Sincerely,

A handwritten signature in dark ink, appearing to read "Clifton Davis", is written over a faint, circular official stamp.

Clifton Davis
Administrator of Purchasing
Shelby County Government

CD/shw

cc: Daryl Atkinson, Information Technology
Mary Bright, Assistant County Attorney
Tamara Knox, Contracts Administration
Bernita Poole, Contracts Administration



Shelby County Tennessee

Purchasing Department


160 N. Main, Suite 550
Memphis, TN 38103

(901) 545-4365
Fax: (901) 545-4531

A C Wharton, Jr., Mayor

Memorandum

To: Honorable A C Wharton, Jr,
Shelby County Mayor

From: Clifton Davis, Administrator 
Purchasing Department

Date: March 25, 2008

Re: RFP-08-001-38, Cisco Network Equipment Refresh &
Enhancements

Three (3) companies submitted responses to "RFP-08-001-38, "Cisco Network Equipment Refresh & Enhancements".

<u>Bidders</u>	<u>EOC Provision Code</u>	<u>LOSB Vendor</u>	<u>Dollar Amount</u>	<u>Score Card</u>
Coleman Technologies	D	NO	\$ 1,104,009.50	100.00
AT&T	A	NO	\$ 1,262,686.71	63.00
Consulting Concepts & Management	B	NO	\$ 1,732,633.50	60.00

After review by the department and with the concurrence of Purchasing, it was determined that Coleman Technologies submitted the most responsive proposal for providing the requested services to the Shelby County Information Technology.

Total cost for the project is \$ 1,104,009.50.

Please indicate your response to this selection in the space provided below:

✓
APPROVED: _____

APPROVED WITH CHANGES: _____

DISAPPROVED: _____


A C WHARTON, JR., MAYOR

DATE: 3/29/68